STATE OF MISSOURI
INFORMATION TECHNOLOGY ADVISORY BOARD
MEETING MINUTES
SEPTEMBER 29, 2004

ATTENDEES:

Jim Weber, Chair	Steve Adams	Tim Beasley
Keith Blackmon	Matt Blotevogel	Bob Borgstede
Harold Burnette	Carolyn Cook	David Crain
Chris Davis	Kay Dinolfo	Marty Drewel
Tim Dwyer	Gary Eggen	Michael Elley
Jeff Falter	Andy Fanning	Richard Gerling
Rob Gourley	Jan Grecian	Cliff Gronauer
Jill Hansen	Hayden Hill	Doug Kellogg
Joe Kenney	Lorie Kroeger	Ryan Lanclos
Mary Luebbert	Gary Lyndaker	Mick Madison
Rick Mihalevich	Jim Myers	Bob Ordway
Scott Peters	Rex Peterson	Kim Potzmann
Greg Reeves	Cindy Renick	Nancy Schaffer
Joey Skoloda	Debbie Tedeschi	Ron Thomas
Mike Wankum	Lucy Watts	Gail Wekenborg
Scott Willett	Mary Willingham	Paul Wright
Doug Young		

Jim opened the meeting at 8:35 a.m. in the Interpretive Center of the Kirkpatrick State Office Building. He introduced Harold Burnette with Public Safety and Rob Gourley with the Missouri Water Patrol.

ACTION ITEMS

1. Approval of August 25, 2004, Information Technology Advisory Board Meeting Minutes – Jim Weber asked if there were changes to the meeting minutes from the last meeting; there were none. Jill Hansen made the motion to accept the minutes as written; Steve Adams seconded the motion. The minutes were approved unanimously.

GENERAL BUSINESS

1. CIO Update (Gerry Wethington)
    *   Email Centralization –Gerry stated the Active Directory Group is working to define a project plan. Issues have come up regarding state.mo.us vs. mo.gov domains. The current recommendation is that on the public side it would be mo.gov and on the private side it would be state.mo.us. Dec 31, 2003 was the deadline for the agencies to move over to the mo.gov but not all have done that. All agencies that have not made the transition to mo.gov must do so on the public side. This has been agreed to in the Active Directory Working Group and the ITAB Security Committees. Gerry noted he is aware that some agencies have the state.mo.us embedded in their applications and it will be difficult to make this change. META has recommended that email not be embedded in the applications. Gerry encouraged the agencies to follow META's advice and make the changes on the public side by June 30, 2005. Gerry will have the web site updated to include this date. Gail Wekenborg reported that the email centralization group is meeting regularly. Three working groups have been formed: one is a Steering Committee that oversees Active Directory and Exchange, an Active Directory Working Group and an Exchange Working Group. The group meets Mondays at 1:30 p.m. at OSCA on Industrial Drive. The first half of the meeting is devoted to Active Directory and the second half is devoted to Exchange. The Steering Committee meets once a month. Anyone who would like to join the group may do so.
    *   PC Disposal – Several agencies have received inquiries as a result of the audit information that was released on PC disposal. The Security Committee is addressing the issue of PC sanitization. Gerry encouraged everyone to find out about the products being used today. He will have Michael Elley survey the agencies and develop a list of all products used by the agencies to be placed on the web site. The products on this list could be checked to make sure they comply with the standards. If another product is

selected by an agency, they must make sure it meets the standards. The Surplus Property SS-1 has been revised to include a signature stating the PC has been sanitized. The process that requires the signature goes into effect on October 1, 2004. The Auditor's Office will not recommend a product but can approve a process. Gerry noted that at the time of the audit we did not have a process in place but that is now changing. None of the agencies have disagreed with the findings. The process defined in the compliance component satisfactorily meets the suggestions noted by the audit. The audit may be reviewed on the auditor's web site.

- OIT Governance manuals – Gerry stated that he has reviewed the ITAB governance manual that was drafted by Jan Grecian. Tom Stokes continues to work on the completion of the OIT governance manual. These will be published on the web site when both have been completed

- Missouri Network Management Consortium (MNMC) – Gerry reported this group continues to move forward in developing a strategy within the networking environment. They have had several meetings since they began meeting in August. Mary Luebbert will distribute two documents – one will outline the table of contents and the other will list strategies that will be incorporated into the final document. The October 7th meeting will be pushed back to allow more time for development of the presentation to the business people. Gerry is attempting to get a meeting scheduled with the Communication Interoperability Committee and the Network Management Consortium Committee to ensure they are aligned appropriately. Gerry plans to recommend that the Interoperability Committee develop a strategy document. The Consortium developed a strategy document that indicates that they are very focused on the optimization of our telecommunication assets. The document also indicates a shift in language from consolidation to optimization. This is an attempt to achieve maximum optimization of state resources in the delivery of services to our customers through a telecommunication environment. Mary is tracking and consolidating information from each of the agencies into four spreadsheets on the following: circuits, backbones, network personnel, and network costs. The backbone and circuit spreadsheets will be further analyzed for additional optimization potential. This group is made up of the technical members of the Network Management Consortium. Gary Boes has agreed to chair this group and will meet for the first time on October 5th to begin the analysis of the circuits and backbones. The network personnel and costs are to be analyzed by the CIO's of the Network Management Consortium. They hope to present an accurate picture of the resources devoted to the network environment, along with the actual number of networks, number of personnel supporting them, and the total cost involved with our network environment. The group hopes to have a report close to the October 7th date so that the process does not continue indefinitely. Gerry will keep the ITAB informed of the progress.

- SmartBuy – There is still some discussion about if Wave 2 of SmartBuy will occur and what it will include. Gerry stated the decision should be made soon. We are still on hold concerning the level of participation from the IT community. Also being discussed is the next bulk buy in the PC environment. Some adjustments to the process still need to be made such as lengthening the contract periods and tweaking some specifications. The number of categories has been expanded from two to three. A meeting will be scheduled to discuss these issues. We now have a lower end configuration (casual user), business/consumer configuration, and a power consumer/user configuration. In addition, there is a special needs configuration for the other five percent. As soon as the configurations are approved by the Infrastructure Domain Committee they will be published out on the web site. For the state to continue to receive the better pricing, the agencies must to be very honest and willing to make a commitment on purchases. Once an agency makes a commitment, it is imperative that the commitment be kept. Gerry encouraged the ITAB Members to come to the table with thoughts and ideas to improve the process and not undermine it. It was noted that the Department Directors may have already pledged their participation in the next wave of purchases. Of the total saving for the second wave, 81 percent is said to be from the IT environment. Gerry stated that to his knowledge the decision has not yet been made to move forward with Wave 2. One scenario is said to include prime vendor, IT peripherals, IT consulting, IT contractors, cellular phones, enterprise servers, lab supplies, refuse disposal, and networking gear. The second scenario does not include networking gear. Facilities management, food supplies, IT consulting, and hotels were some of the big items removed from the list. Of the remaining items, IT does make up 81 percent of it. ITAB Members agreed that they should have a say in the process and indicated they would like to know

how the savings are calculated and attributed to the agencies. Gerry will check the status of this when he returns.

- OIT Billing – Gerry stated a spreadsheet was distributed on the OIT billing. He has received some questions and concerns on what is included in the figures. Any rules or exceptions must be applied across all agencies. Gerry will have Mary Luebbert schedule a meeting with Jim Weber, Jim Roggero, Mary Willingham, and himself during the first two weeks of October. Any comments or concerns relating to the OIT billing should be sent to Gerry. Any adjustment would not affect the total billable amount – only the percentages.

- SAM III - Mary Willingham stated that it was stated at a recent SAM III Steering Committee meeting that IT in general is not involved with SAM III. Mary requested that either Jill Hansen's office or the CIO's office become more involved in the SAM III process. This upgrade will involve changes to the chart of accounts and has not been certified on the mainframe anywhere. The IT community was invited to participate in the transition from SAM I to SAM II. Gary Lyndaker stated that his agency is reconvening their SAM II Steering Committee. David Crain said he had already been asked to provide estimates on IT costs. Jan Heckemeyer is leading this project. Gerry stated that Jill Hansen would have the operational responsibility for this project. He will discuss with Jill before his meeting with Jackie White. Jill stated she had attended the last steering committee meeting. There is a decision item that was drafted but she has not seen it. Any costs associated with funding SAM III are not in her budget. The upgrade is supposed to be done over a two-year period. The Financial and the Human Resources sides will not be completed at the same time. The warehouse will change significantly with SAM III, which will have a huge impact on the IT area. A lot of discussion has occurred with the timekeeping system. All costs related to the upgrade are to be rolled into one decision item. SAM III will remain on a mainframe platform. OA is working with IBM and AMS in an attempt to certify it. Some benchmarking has been done but so far, AMS has not agreed to certify it. Jill stated she is aware that we will have to upgrade to SAM III at some point, but she would prefer not to operate without maintenance while in the process of converting. Gerry suggested Jill talk to Steve Kolodney with CGI/AMS. Gary Lyndaker stated it was very beneficial to have IT staff working with the AMS during the SAM II upgrade. Jim Weber asked Gerry and Jill to keep ITAB informed on this topic. Gerry and Jill will discuss attempting to get AMS here to give a presentation by CGI/AMS on SAM III and obtain some disclosure on the cost issues.

- Gerry offered his congratulations to Todd Craig and the Public Service Commission on winning a NASCIO Recognition Award for Digital Government: Government to Business Award. They were selected out of 120 submissions from 33 states.

- Jim noted that Gerry Wethington received the Meritorious Service Award for serving two years as NASCIO Chair.

2. ITAB Chair Update (Jim Weber)

- Review of Action Items from Previous Meeting

  - Gerry Wethington to circulate to agencies the areas to be included in business continuity plans. – Pending.
  - Representation from an agency with UNIX experience is needed on the Application Domain Committee. – Pending.
  - Agencies interested in providing requirements for the META Group contract and/or participating in bid evaluation to contact Gary Eggen or Debbie Tedeschi.- Pending.
  - Gerry Wethington and Debbie Tedeschi to work with META to evaluate the move to package AdvantageGen products together. – Pending.
  - Gerry Wethington requested Mary Willingham, Gary Lyndaker, and Debbie Tedeschi work with their committee to define the cost center categories (i.e., email, data base, etc.) for IT salaries. – Pending.
  - After cost center categories are identified, consideration will be given to doing a comparison of IT positions and salaries by the various categories. – Pending. Currently the SAM II System can only identify position title not working titles such as Help Desk Administrator. Committee to put together

list of positions on which to survey the agencies to obtain the information.

- Gerry Wethington to outline process used to obtain approval for the policies he has implemented on the OIT web site. – Pending.
- Jill Hansen to contact each agency to obtain their approach to the email consolidation. She will then provide this input to this group. – Completed.
- Gerry will distribute the OIT billing figures at the August ITAB meeting. Invoices will then be mailed to the agencies after the meeting. – Completed.
- Ron Thomas to post Egovernment Report Card information on the OIT web site. – Pending.
- Scott Willett to add distinction between persistent and session cookies on the Online Privacy Policy template approved by ITAB on 8/25/04. – Completed. Scott Willett made the motion to accept the template; Tim Dwyer seconded the motion. The template was approved unanimously.
- Privacy Committee to determine when it is appropriate to use an email confidentiality statement and establish a template to follow. – Pending.
- Agency CIOs to provide appropriate individuals to serve on the Network Management Consortium (SB 1082), if they have not already done so. – Remove.
- Gerry Wethington to distribute the OIT FY06 Budget Requests when finalized. – Pending.
- Gerry Wethington to develop an OIT Policy and Procedures Manual. – Pending.
- Gerry Wethington to develop an ITAB Policy and Procedures Manual. – Pending.
- Architecture Review Committee (ARC) to determine method of informing everyone of new compliance components as they are added to the web site. – Completed. Michael will send out a notice to the ITAB to notify them of what was approved at the ARC Meetings. He will also send out the agenda before the meeting to the ITAB, so they will be aware of what issues will be discussed.
- Agencies to designate an employee to perform architecture responsibilities and submit their name to Michael Elley. – Remove. Michael has received responses from most agencies and will contact he other agencies offline.
- Security Committee to review the subject of product compliance relating to the sanitizing/overriding of computers prior to disposal/transfer. – Pending. Security Committee can ensure that products being used by agencies are put through the process for certification.
- Privacy Domain Committee would like additional members. Names can be submitted to Scott Willett. - Pending.
- Agencies to submit any additional feedback on the project management training to Jim Roggero or Jim Weber. – This item will be covered under the Project Management Committee update.
- David Crain to provide feedback when their Security Audit is completed. – Remove.
- Gary Eggen to contact Hayden Hill regarding application support for IVR. – Pending. Gary did contact Hayden's staff at DOLIR but will be contacting Hayden directly. Steve Adams will also meet with them to discuss this item.

<u>ITAB COMMITTEE UPDATES</u>

1. Architecture Review Committee Update (Bob Meinhardt/Michael Elley) – Michael stated that Steve Adams has now joined the ARC. During their recent meetings, the ARC approved Protocols, switches, hubs, and web based development tools.
   - Architecture Technical Committee (Michael Elley)
   - Interface Domain Committee (TBD)
   - Information Domain Committee (Tim Haithcoat)
   - Infrastructure Domain Committee (Howard Carter)
   - Interoperability Domain Committee (Charles Williams)
   - Application Domain Committee (Pat Brooks)
   - Systems Management Domain Committee (TBD)
   - Security Domain Committee (Lora Mellies/R.D. Porter)

- Privacy Domain Committee (Scott Willett) – Scott reported that they have submitted several items for approval at the next ARC meeting.

2. Digital Government Committee Update (Lew Davison/Ron Thomas) – No update.
   - Application Development Subcommittee (Jim Roggero/Pat Brooks)
   - Credit Cards Subcommittee (Scott Peters)
   - CRM Subcommittee (Don Lloyd)
   - Digital Certificates Subcommittee (Todd Craig) – This group is looking at putting together an RFP.
   - Digital Media Subcommittee (Jim Weber/Kay Dinolfo)

3. MOTEC Update (Tim Dwyer/Laura Mertens) – Tim stated the usage report was distributed with the meeting agenda. Utilization for Room 1 was 100% and for Room 2 it was 95% for the month of August. Facilities Management has begun the remodeling at the new facility. There should be no issues with the December move.

4. Personnel Committee (Chris Wilkerson) – The Committee did not meet in September but will meet in October.

5. Privacy Committee (Scott Willett) - No update

6. Project Management Committee Update (Jim Roggero/Tom Stokes) – Jim Roggero and Jim Weber met with James Stepp, the instructor for the Project Management course. The comments were received in a very positive and constructive manner by Mr. Stepp. Several options are being considered and are under evaluation for future courses, such as the course length and possible modification of the actual course content. The method that the students use to evaluate the actual course may be modified. Mr. Stepp suggested that a committee member be present to open each Project Management course. Jim Weber reminded the agencies to encourage their IT and business staff members to participate in future courses.
   - Cost Benefit Approach to State Government Subcommittee (Paul Wright)
   - Performance Measures Subcommittee (Paul Wright) – Paul reported that this group had completed its objective and will disband. A review of the process may be done annually or as requested. It was suggested that ITAB consider the creation of a subcommittee to look at Performance Measures from the operations side. All agencies are submitting their own metrics and measures and the addition of this type of committee would provide a mechanism for more standardized reporting among the agencies. Jim Weber will consider this item.

7. Security Committee (Lora Mellies/R.D. Porter) – No update

8. User Group Coordination (Jeff Falter/Debbie Tedeschi) – Jeff stated the annual reports from the user groups were emailed yesterday. The reports were all submitted using a different format. Next year he plans to provide a format for them to use. Architecture will be discussed at their next meeting. Jeff will ask the chair of each user group to attend the October ITAB Meeting and provide a five-minute presentation.

COLLABORATIVE EFFORTS

1. Internet/MOREnet Update (Chip Byers) – No report.

2. Network Management Consortium Update (Jim Roggero/Jill Hansen) – This group is on hold at the present time.

3. Statewide Purchasing Update (Gary Eggen/Karen Boeger) – Gary stated the Blackberry contract has been awarded to Cingular. The updated IT Bids report was distributed with the ITAB agenda.

4. Technology Services Update (Gail Wekenborg) – Gail reported the FY06 CAP was sent electronically to the State Data Center Steering Committee. Any questions should be directed to Roger Bisges. It will be discussed

at the next SDC Steering Committee meeting scheduled for October 28th at 1:30 p.m. in Room 400. Another item on the agenda will be unscheduled outages, which will be addressed by Facilities Management. For those agencies interested in upgrading their MAN connection, a trial is being scheduled for late this year or early next year. OA has opted to purchase a voicemail system and will handle its operations. The system was switched over last night and is operational today. Messages on the old system will be available through the end of this week. Please contact Gail at 1-1504 or Nancy Bochat at 1-5067 with problems or concerns.

5. MO GIS Advisory Council (Jeff Falter) – No report.

OPEN DISCUSSION

1. Current/Planned Bids – No new items were noted for discussion.

REVIEW OF ACTION ITEMS

- Gerry Wethington to circulate to agencies the areas to be included in business continuity plans.
- Representation from an agency with UNIX experience is needed on the Application Domain Committee.
- Agencies interested in providing requirements for the META Group contract and/or participating in bid evaluation to contact Gary Eggen or Debbie Tedeschi.
- Gerry Wethington and Debbie Tedeschi to work with META to evaluate the move to package AdvantageGen products together.
- Gerry Wethington requested Mary Willingham, Gary Lyndaker, and Debbie Tedeschi work with their committee to define the cost center categories (i.e., email, data base, etc.) for IT salaries.
- After cost center categories are identified, consideration will be given to doing a comparison of IT positions and salaries by the various categories.
- Gerry Wethington to outline process used to obtain approval for the policies he has implemented on the OIT web site.
- Ron Thomas to post Egovernment Report Card information on the OIT web site.
- Privacy Committee, determine when it is appropriate to use a e-mail confidentiality statement and establish a template to follow.
- Gerry Wethington to distribute the OIT FY06 Budget requests when finalized.
- Gerry Wethington to develop an OIT Policy and Procedures Manual.
- Gerry Wethington to develop an ITAB Policy and Procedures Manual.
- Security Committee to review the subject of product compliance relating to the sanitizing/overriding computers prior to disposal/transfer.
- Privacy Domain Committee would like additional members. Names can be submitted to Scott Willett.
- Gary Eggen to contact Hayden Hill regarding application support for IVR.
- Michael Elley to survey ITAB Members to determine which products are being used to sanitize PC's before surplusing them; then make information available to the Security Domain and ITAB Members.
- Gerry Wethington to check status of the second wave of SmartBuy when he returns.
- ITAB Members to submit to Gerry Wethington a detailed description of their concerns with the current OIT billing formula.
- Gerry Wethington to schedule a meeting with Jim Roggero, Jim Weber, and Mary Willingham to review the formula used in the OIT billing.
- Gerry Wethington and Jill Hansen to meet to discuss IT involvement with SAM III. Consider possible demo by AMS at the October meeting.
- Jim Weber to consider either redirecting the Project Management Performance Measures Committee to look at Operations Metrics or creating a new committee to do so.

<u>NEXT MEETING</u>

1. The next ITAB Meeting is scheduled for **Wednesday, October 27, 2004 at 8:30 a.m. at the Kirkpatrick State Information Center, Interpretive Center, 600 West Main Street, Jefferson City, MO.**

JLW/cc